Lenovo PhysicalPac warranty upgrades and ThinkPad protection offerings for ThinkPad notebooks

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At a glance

Lenovo® adds newly annouced machine types to the Lenovo PhysicalPac warranty upgrades and ThinkPad® protection offerings for ThinkPad notebooks.

One-year, customer carry-in, base warranty machine types: 2516, 2519, 4313, 4318, 4339, and 4387

Three-year, customer carry-in, base warranty machine types: 2518, 2522, 2873, 2931, 4314, 4319, 4349, and 4389

Three-year, on-site, next business day, base warranty machine types: 2537, 4384, and 4391

Four-year, customer carry-in, base warranty machine types: 2538, 4873, and 4875

Four-year, on-site, next business day, base warranty machine types: 2539, 4484, and 4876

Lenovo also deletes from these offerings the following machine types that are no longer eligible: 1829, 1830, 1831, 1832, 1833, 1834, 1842, 1874, 2371, 2372, 2373, 2374, 2375, 2378, 2379, 2382, 2384, 2386, 2388, 2672, 2673, 2681, 2684, 2722, 2723, 2724, 2881, 2884, 2896, 2897, 9455

Refer to the Description section for full details.

Overview

The PhysicalPac warranty upgrade and ThinkPad protection offerings for ThinkPad laptops are only available from Lenovo. These offerings can provide up to five years of hardware maintenance coverage and accident protection coverage, including the machine warranty period in a paper format.

The easy registration process of the attractively priced PhysicalPac offerings helps to ensure that a high quality maintenance service can be provided.

These offerings are available through the same Business Partners who sell the relating Lenovo hardware. The intention is to enable the Business Partner to offer their customer an off-the-shelf warranty upgrade at the time the customer purchases their machine.

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To enable the Business Partners to select the correct PhysicalPac offering for a particular machine type, a services selection guide is available, providing a cross reference list of ThinkPlus® and PhysicalPac offerings to applicable machine types.

PhysicalPac warranty upgrade and ThinkPad protection offerings have a part number and can be ordered through UPOS/SAP in the same manner as Lenovo products. To be eligible for service, PhysicalPac offerings must be registered by the customer within 21 days of the purchase of the machine type to which it applies, by completing the registration process provided in the PhysicalPac.

Key prerequisites

The offerings in this announcement are only applicable to Lenovo ThinkPad machine types.

Planned availability date

December 15, 2009

Description

Definitions

The following abbreviations are used in this document.

- Next business day = NBD
- Customer carry-in repair = CCR
- On-site repair next business day = OSR NBD
- Hard disk drive or solid state drive retention = HDD
- ThinkPad protection = TPP

Announcement details

Lenovo adds newly announced machine types to the Lenovo PhysicalPac warranty upgrade and ThinkPad protection offerings for ThinkPad.

One-year, customer carry-in, base warranty machine types: 2516, 2519, 4313, 4318, 4339, and 4387

Three-year, customer carry-in, base warranty machine types: 2518, 2522, 2873, 2931, 4314, 4319, 4349, and 4389

Three-year, on-site, next business day, base warranty machine types: 2537, 4384, and 4391

Four-year, customer carry-in, base warranty machine types: 2538, 4873, and 4875

Four-year, on-site, next business day, base warranty machine types: 2539, 4484, and 4876

Lenovo removes machine types from the Lenovo PhysicalPac warranty upgrade and ThinkPad protection offerings for ThinkPad that are no longer eligible for those offerings.

Machine types

1829 1830 1831 1832 1833 1834 1842 1874
2371 2372 2373 2374 2375 2378 2379 2382
2384 2386 2388 2672 2673 2681 2684 2722
2723 2724 2881 2884 2896 2897 9455

These PhysicalPac offerings include bundle offerings with ThinkPad protection and HDD or solid state drive retention. They provide up to four years warranty coverage for products with a one-year base warranty and up to five years warranty coverage for products with a three-year base warranty. They also add warranty offerings to cover the four-year base warranty special bid machine types.

PhysicalPac warranty upgrades and ThinkPad protection offerings for ThinkPad notebooks

Following are the SAP orderable part numbers and the compatible Lenovo machine types they are valid for.

EMEA Region 1 offerings

The following part numbers, identified by the "P" denominator, unless otherwise stated are available in the following countries:

- Austria (1)
- Belgium (1)
- Denmark (1)
- Finland (1)
- France (1)
- Germany (1)
- Ireland (1)(2)
- Israel
- Italy (1)
- Luxembourg
- Netherlands (1)
- Norway (1)
- Portugal
- Spain (1)
- Switzerland (1)
- Sweden (1)
- UK (1)

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Notes:
(1) ThinkPad protection offerings are available in these countries.
(2) Courier collect offerings are only valid in Ireland.
    for 30 miles round Dublin city Centre. Outside this
    area TPP will be performed via Customer Carry In
    to the repair depot.
```

PhysicalPac Warranty Upgrade (PHP) offerings for one-year CCR base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2618	P069	PHP 1Yr CCR to 1Yr CCR+HDD
73Y2627	P078	PHP 1Yr CCR to 1Yr CCR+TPP
73Y2636	P087	PHP 1Yr CCR to 1Yr CCR+HDD+TPP
73Y2610	P061	PHP 1Yr CCR to 3Yr CCR
73Y2619	P070	PHP 1Yr CCR to 3Yr CCR+HDD
73Y2628	P079	PHP 1Yr CCR to 3Yr CCR+TPP
73Y2637	P088	PHP 1Yr CCR to 3Yr CCR+HDD+TPP
73Y2611	P062	PHP 1Yr CCR TO 4Yr CCR
73Y2620	P071	PHP 1Yr CCR to 4Yr CCR+HDD
73Y2629	P080	PHP 1Yr CCR to 4Yr CCR+TPP

73Y2638	P089	PHP 1Yr CCR to 4Yr CCR+HDD+TPP
73Y2612	P063	PHP 1Yr CCR to 1Yr Courier Collect
73Y2621	P072	PHP 1Yr CCR to 1Yr Courier Collect+HDD
73Y2630	P981	PHP 1Yr CCR to 1Yr Courier Collect+TPP
73Y2639	P990	PHP 1Yr CCR to 1Yr Courier Collect+HDD+TPP
73Y2613	P064	PHP 1Yr CCR to 3Yr Courier Collect
73Y2622	P073	PHP 1Yr CCR to 3Yr Courier Collect+HDD
73Y2631	P082	PHP 1Yr CCR to 3Yr Courier Collect+TPP
73Y2640	P091	PHP 1Yr CCR to 3Yr Courier Collect+HDD+TPP
73Y2614	P065	PHP 1Yr CCR TO 4Yr Courier Collect
73Y2623	P074	PHP 1Yr CCR TO 4Yr Courier Collect+HDD
73Y2632	P083	PHP 1Yr CCR TO 4Yr Courier Collect+TPP
73Y2641	P092	PHP 1Yr CCR TO 4Yr Courier Collect+HDD+TPP
73Y2615	P066	PHP 1Yr CCR to 1Yr OSR NBD
73Y2624	P075	PHP 1Yr CCR to 1Yr OSR NBD+HDD
73Y2633	P084	PHP 1Yr CCR to 1Yr OSR NBD+TPP
73Y2642	P093	PHP 1Yr CCR to 1Yr OSR NBD+HDD+TPP
73Y2616	P067	PHP 1Yr CCR to 3Yr OSR NBD
73Y2625	P076	PHP 1Yr CCR TO 3Yr OSR NBD+HDD
73Y2634	P085	PHP 1Yr CCR TO 3Yr OSR NBD+TPP
73Y2643	P094	PHP 1Yr CCR TO 3Yr OSR NBD+HDD+TPP
73Y2617	P068	PHP 1Yr CCR TO 4Yr OSR NBD
73Y2626	P077	PHP 1Yr CCR TO 4Yr OSR NBD+HDD
73Y2635	P086	PHP 1Yr CCR TO 4Yr OSR NBD+TPP
73Y2644	P095	PHP 1Yr CCR TO 4Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0657 0658 0672 0673 1843 1844 1846 1858
2081 2242 2261 2511 2512 2516 2519 2527
2529 2530 2712 2713 2714 2731 2732 2738
2743 2746 2754 2757 2764 2777 2782 2784
2801 2809 2887 4058 4313 4318 4339 4387
6465 6470 6471 6480 6481 7417 7443 7445
7448 7454 7465 7649 7650 7732 7738 7742
7755 8914 8918 8930 8932 8942 8943 9450
9451 9456 9460 9461

PhysicalPac Warranty Upgrade (PHP) offerings three-year CCR base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2653	P104	PHP 3Yr CCR to 3Yr CCR+HDD
73Y2662	P113	PHP 3Yr CCR to 3Yr CCR+TPP
73Y2671	P122	PHP 3Yr CCR to 3Yr CCR+HDD+TPP
73Y2645	P096	PHP 3Yr CCR to 4Yr CCR
73Y2654	P105	PHP 3Yr CCR to 4Yr CCR+HDD
73Y2663	P114	PHP 3Yr CCR to 4Yr CCR+TPP
73Y2672	P123	PHP 3Yr CCR to 4Yr CCR+HDD+TPP
73Y2646	P097	PHP 3Yr CCR to 5Yr CCR
73Y2655	P106	PHP 3Yr CCR to 5Yr CCR+HDD
73Y2664	P115	PHP 3Yr CCR to 5Yr CCR+TPP
73Y2673	P124	PHP 3Yr CCR to 5Yr CCR+HDD+TPP
73Y2647	P098	PHP 3Yr CCR to 3Yr Courier Collect
73Y2656	P107	PHP 3Yr CCR to 3Yr Courier Collect+HDD
73Y2665	P116	PHP 3Yr CCR to 3Yr Courier Collect+TPP
73Y2674	P125	PHP 3Yr CCR to 3Yr Courier Collect+HDD+TPP
73Y2648	P099	PHP 3Yr CCR to 4Yr Courier Collect
73Y2657	P108	PHP 3Yr CCR to 4Yr Courier Collect+HDD
73Y2666	P117	PHP 3Yr CCR to 4Yr Courier Collect+TPP

73Y2675	P126	PHP 3Yr CCR to 4Yr Courier Collect+HDD+TPP
73Y2649	P100	PHP 3Yr CCR to 5Yr Courier Collect
73Y2658	P109	PHP 3Yr CCR to 5Yr Courier Collect+HDD
73Y2667	P118	PHP 3Yr CCR to 5Yr Courier Collect+TPP
73Y2676	P127	PHP 3Yr CCR to 5Yr Courier Collect+HDD+TPP
73Y2650	P101	PHP 3Yr CCR to 3Yr OSR NBD
73Y2659	P110	PHP 3Yr CCR to 3Yr OSR NBD+HDD
73Y2668	P119	PHP 3Yr CCR to 3Yr OSR NBD+TPP
73Y2677	P128	PHP 3Yr CCR to 3Yr OSR NBD+HDD+TPP
73Y2651	P102	PHP 3Yr CCR to 4Yr OSR NBD
73Y2660	P111	PHP 3Yr CCR to 4Yr OSR NBD+HDD
73Y2669	P120	PHP 3Yr CCR to 4Yr OSR NBD+TPP
73Y2678	P129	PHP 3Yr CCR to 4Yr OSR NBD+HDD+TPP
73Y2652	P103	PHP 3Yr CCR to 5Yr OSR NBD
73Y2661	P112	PHP 3Yr CCR to 5Yr OSR NBD+HDD
73Y2670	P121	PHP 3Yr CCR to 5Yr OSR NBD+TPP
73Y2679	P130	PHP 3Yr CCR to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0659 0674 1702 1704 1706 1951 1847 1860
1866 1869 1871 2007 2055 2082 2089 2243
2513 2518 2522 2525 2531 2668 2716 2717
2733 2734 2752 2758 2765 2767 2774 2776
2783 2786 2808 2815 2873 2888 2931 4061
4062 4313 4314 4319 4349 4389 4414 6363
6366 6369 6372 6457 6460 6463 6466 6473
6474 6477 6478 7439 7449 7450 7455 7458
7466 7469 7659 7660 7663 7664 7666 7669
7673 7733 7743 7762 7767 8741 8744 8889
8892 8895 8898 8919 8933 8944 9442 9448
9452 9457 9462

PhysicalPac Warranty Upgrade (PHP) offerings for three-year OSR NBD base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2682	P133	PHP 3Yr OSR NBD to 3Yr OSR NBD+HDD
73Y2685	P136	PHP 3Yr OSR NBD to 3Yr OSR NBD+TPP
73Y2688	P139	PHP 3Yr OSR NBD to 3Yr OSR NBD+HDD+TPP
73Y2680	P131	PHP 3Yr OSR NBD to 4Yr OSR NBD
73Y2683	P134	PHP 3Yr OSR NBD to 4Yr OSR NBD+HDD
73Y2686	P137	PHP 3Yr OSR NBD to 4Yr OSR NBD+TPP
73Y2689	P140	PHP 3Yr OSR NBD to 4Yr OSR NBD+HDD+TPP
73Y2681	P132	PHP 3Yr OSR NBD to 5Yr OSR NBD
73Y2684	P135	PHP 3Yr OSR NBD to 5Yr OSR NBD+HDD
73Y2687	P138	PHP 3Yr OSR NBD to 5Yr OSR NBD+TPP
73Y2690	P141	PHP 3Yr OSR NBD to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

1703 1707 1848 1861 1867 1872 1952 2008
2056 2241 2514 2532 2573 2669 2718 2753
2768 2787 2823 4052 4057 4063 4384 4391
6364 6370 6458 6464 6475 7440 7453 7459
7470 7661 7665 7667 7674 7735 7751 7763
8742 8890 8896 8927 8935 9443 9453 9459
9464

PhysicalPac Warranty Upgrade (PHP) offerings for four-year CCR base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description

73Y2696	P147	PHP 4Yr CCR to 4Yr CCR+HDD
73Y2702	P153	PHP 4Yr CCR to 4Yr CCR+TPP
73Y2708	P159	PHP 4Yr CCR to 4Yr CCR+HDD+TPP
73Y2691	P142	PHP 4Yr CCR to 5Yr CCR
73Y2697	P148	PHP 4Yr CCR to 5Yr CCR+HDD
73Y2703	P154	PHP 4Yr CCR to 5Yr CCR+TPP
73Y2709	P160	PHP 4Yr CCR to 5Yr CCR+HDD+TPP
73Y2692	P143	PHP 4Yr CCR to 4Yr Courier Collect
73Y2698	P149	PHP 4Yr CCR to 4Yr Courier Collect+HDD
73Y2704	P155	PHP 4Yr CCR to 4Yr Courier Collect+TPP
73Y2710	P161	PHP 4Yr CCR to 4Yr Courier Collect+HDD+TPP
73Y2693	P144	PHP 4Yr CCR to 5Yr Courier Collect
73Y2699	P150	PHP 4Yr CCR to 5Yr Courier Collect+HDD
73Y2705	P156	PHP 4Yr CCR to 5Yr Courier Collect+TPP
73Y2711	P162	PHP 4Yr CCR to 5Yr Courier Collect+HDD+TPP
73Y2694	P145	PHP 4Yr CCR to 4Yr OSR NBD
73Y2700	P151	PHP 4Yr CCR to 4Yr OSR NBD+HDD
73Y2706	P157	PHP 4Yr CCR to 4Yr OSR NBD+TPP
73Y2712	P163	PHP 4Yr CCR to 4Yr OSR NBD+HDD+TPP
73Y2695	P146	PHP 4Yr CCR to 5Yr OSR NBD
73Y2701	P152	PHP 4Yr CCR to 5Yr OSR NBD+HDD
73Y2707	P158	PHP 4Yr CCR to 5Yr OSR NBD+TPP
73Y2713	P164	PHP 4Yr CCR to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)
2538, 4873, and 4875

0675 1955 2009 2023 2046 2083 2246 2263
2507 2509 2538 2719 2736 2748 2763 2769
2778 2788 2824 4064 4873 4875 6367 6373
6377 6378 6461 6467 7425 7446 7670 7678
7736 7753 7768 8745 8747 8893 8899 8928
8936 8948 9444 9446

PhysicalPac Warranty Upgrade (PHP) offerings for four-year OSR NBD base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2715	P166	PHP 4Yr OSR NBD to 4Yr OSR NBD+HDD
73Y2717	P168	PHP 4Yr OSR NBD to 4Yr OSR NBD+TPP
73Y2719	P170	PHP 4Yr OSR NBD to 4Yr OSR NBD+HDD+TPP
73Y2714	P165	PHP 4Yr OSR NBD to 5Yr OSR NBD
73Y2716	P167	PHP 4Yr OSR NBD to 5Yr OSR NBD+HDD
73Y2718	P169	PHP 4Yr OSR NBD to 5Yr OSR NBD+TPP
73Y2720	P171	PHP 4Yr OSR NBD to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0660 1956 1959 2024 2047 2087 2247 2266
2508 2510 2539 2637 2720 2737 2749 2773
2779 2789 2825 4065 4484 4876 6368 6374
6379 6462 6468 7434 7447 7671 7679 7754
7769 8746 8749 8894 8900 8929 8937 8949
9445 9447

EMEA Region 2 offerings

The following part numbers, identified by the "P" denominator, unless otherwise stated are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic (1)(2)

- Greece (1)(3)
- Hungary
- Poland (1)(2)
- Romania
- Slovakia
- Slovenia
- South Africa (1)
- Turkey

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Notes:
  (1) TPP offerings are only available in these countries.
  (2) TPP will be performed through the Lenovo authorised warranty
      providers in these countries.
  (3) Courier collect offerings are not valid for Greece, TPP will be
      performed via customer carry-in to the repair depot.
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PhysicalPac Warranty Upgrade (PHP) offerings for one-year CCR base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2872	P204	PHP 1Yr CCR to 3Yr CCR
73Y2873	P205	PHP 1Yr CCR to 4Yr CCR
73Y2627	P078	PHP 1Yr CCR to 1Yr CCR+TPP
73Y2628	P079	PHP 1Yr CCR to 3Yr CCR+TPP
73Y2629	P080	PHP 1Yr CCR to 4Yr CCR+TPP
73Y2631	P082	PHP 1Yr CCR to 3Yr Courier Collect+TPP
73Y2632	P083	PHP 1Yr CCR TO 4Yr Courier Collect+TPP
73Y2874	P206	PHP 1Yr CCR to 1Yr OSR NBD
73Y2875	P207	PHP 1Yr CCR to 3Yr OSR NBD
73Y2876	P208	PHP 1Yr CCR to 4Yr OSR NBD
73Y2633	P084	PHP 1Yr CCR to 1Yr OSR NBD+TPP
73Y2634	P085	PHP 1Yr CCR TO 3Yr OSR NBD+TPP
72Y2635	P086	PHP 1Yr CCR to 4Yr OSR NBD+TPP
73Y2881	P213	PHP 1Yr CCR to 3Yr OSR NBD+HDD
73Y2643	P094	PHP 1Yr CCR TO 3Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0657 0658 0672 0673 1843 1844 1846 1858
2081 2242 2261 2511 2512 2516 2519 2527
2529 2530 2712 2713 2714 2731 2732 2738
2743 2746 2754 2757 2764 2777 2782 2784
2801 2809 2887 4058 4313 4318 4339 4387
6465 6470 6471 6480 6481 7417 7443 7445
7448 7454 7465 7649 7650 7732 7738 7742
7755 8914 8918 8930 8932 8942 8943 9450
9451 9456 9460 9461

PhysicalPac Warranty Upgrade (PHP) offerings for three-year CCR base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2877	P209	PHP 3Yr CCR to 4Yr CCR
73Y2662	P113	PHP 3Yr CCR to 3Yr CCR+TPP
73Y2663	P114	PHP 3Yr CCR to 4Yr CCR+TPP
73Y2665	P116	PHP 3Yr CCR to 3Yr Courier Collect+TPP
73Y2666	P117	PHP 3Yr CCR to 4Yr Courier Collect+TPP
73Y2878	P210	PHP 3Yr CCR to 3Yr OSR NBD
73Y2879	P211	PHP 3Yr CCR to 4Yr OSR NBD
73Y2882	P214	PHP 3Yr CCR to 3Yr OSR NBD+HDD

73Y2668	P119	PHP 3Yr CCR to 3Yr OSR NBD+TPP
73Y2669	P120	PHP 3Yr CCR to 4Yr OSR NBD+TPP
73Y2677	P128	PHP 3Yr CCR to 3Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0659 0674 1702 1704 1706 1951 1847 1860
1866 1869 1871 2007 2055 2082 2089 2243
2513 2518 2522 2525 2531 2668 2716 2717
2733 2734 2752 2758 2765 2767 2774 2776
2783 2786 2808 2815 2873 2888 2931 4061
4062 4313 4314 4319 4349 4389 4414 6363
6366 6369 6372 6457 6460 6463 6466 6473
6474 6477 6478 7439 7449 7450 7455 7458
7466 7469 7659 7660 7663 7664 7666 7669
7673 7733 7743 7762 7767 8741 8744 8889
8892 8895 8898 8919 8933 8944 9442 9448
9452 9457 9462

PhysicalPac Warranty Upgrade (PHP) offerings for three-year OSR NBD base warranty machine types

PhysicalPac Part No.	PhysicalPac ID No.	PhysicalPac Description
73Y2880	P212	PHP 3Yr OSR NBD to 4Yr OSR NBD
73Y2883	P215	PHP 3Yr OSR NBD to 3Yr OSR NBD+HDD
73Y2685	P136	PHP 3Yr OSR NBD to 3Yr OSR NBD+TPP
73Y2686	P137	PHP 3Yr OSR NBD to 4Yr OSR NBD+TPP
73Y2688	P139	PHP 3Yr OSR NBD to 3Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

1703 1707 1848 1861 1867 1872 1952 2008
2056 2241 2514 2532 2573 2669 2718 2753
2768 2787 2823 4052 4057 4063 4384 4391
6364 6370 6458 6464 6475 7440 7453 7459
7470 7661 7665 7667 7674 7735 7751 7763
8742 8890 8896 8927 8935 9443 9453 9459
9464

Offering descriptions

ThinkPad products with a one-year CCR base warranty

Unless otherwise noted these offerings are only available during normal country office hours, excluding public and national holidays.

- Customer carry-in offerings.
  - One year, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, customer carry-in repair service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the Physicalpac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, customer carry-in repair service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty

period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, customer carry-in repair service including TPP and HDD. This offering is valid from the purchase date of the PhysiclPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four-years, customer carry-in repair service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, customer carry-in repair service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
- Courier collect offerings.
  - One-year, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, courier collect service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, courier collect service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, courier collect service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.

  - Four-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
- On-site offerings.
  - One-year, on-site repair service with a NBD response target. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - One-year, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, on-site repair service with a NBD response target. This offering is valid from the purchase date of the PhycalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four-years, on-site repair service with a NBD response target. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires
  - Four-years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.

ThinkPad products with a three-year CCR or OSR NBD base warranty

Unless otherwise noted these offerings are only available during normal country business hours, excluding public and national holidays.

- Customer carry-in offerings (3 Yr CCR Base warranty only).
  - Three-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.

  - Three-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Four-years, customer carry-in repair service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, customer carry-in repair service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, customer carry-in repair service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, customer carry-in repair service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
- Courier collect offerings (3 Yr CCR Base warranty only).
  - Three-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, courier collect service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Four-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, courier collect service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty

period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, courier collect service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
- On-site offerings.
  - Three-years, on-site repair service, with a NBD Response target. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Three-years, on-site repair service, with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, and runs and ends concurrently with warranty period of the machine type.
  - Three-years, on-site repair service with a NBD response target including TPP. This offering is valid from the the purchase date of the PhysicalPac, and runs and ends concurrently with warranty period of the machine type.
  - Three-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, and runs and ends concurrently with warranty period of the machine type.
  - Four-years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an extra 12 months after the warranty period of the machine type ends.
  - Four-years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an extra 24 months after the warranty period of the machine type ends.
  - Five-years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.

ThinkPad products with a four-year CCI or OSR NBD base warranty.

Unless otherwise noted these offerings are only available during normal country business hours, excluding public and national holidays.

- Customer carry-in offerings (4 Yr CCR base warranty only).
  - Four-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicPac, runs and ends concurrently with the warranty period: of the machine type.
  - Four years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the PhysicPac, runs and ends concurrently with the warranty period of the machine type
  - Four-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicPac, runs and ends concurrently with the warranty period of the machine type.
  - Five-years, customer carry-in repair service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, customer carry-in repair service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- Courier collect offerings (4 Yr CCR base warranty only)
  - Four-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Four-years courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Four-years, courier collect service including TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Four-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs and ends concurrently with the warranty period of the machine type.
  - Five-years, courier collect service. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, courier collect service including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, courier collect service including TPP This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five-years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- On-site offerings.

- Four-years, on-site repair service, with a NBD Response target. This offering is valid from the purchase date of the PhyscalPac runs and ends concurrently with the warranty period of the machine type.
- Four-years, on-site repair service, with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, and runs and ends concurrently with warranty period of the machine type.
- Four-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, and runs and ends concurrently with warranty period of the machine type.
- Four-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, and runs and ends concurrently with warranty period of the machine type.
- Five-years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with the warranty period of the machine type, and for an extra 12 months after the warranty period of the machine type ends.
- Five-years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- Five-years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- Five-years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the PhysicalPac, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.

Notes:

1. The customer must register their PhysicalPac offering to activate the service. This will avoid any further delay due to entitlement verifications.
2. The PhysicalPac offerings contained within this announcement letter do not cover the system battery.
3. Some parts of Lenovo machines are designated as customer replaceable units (CRUs), such as keyboards, memory, or HDDs.

CRU activities

Lenovo provides CRUs to you for replacement by you. You must return all defective CRUs to Lenovo within 30 days of your receipt of your replacement CRU. You are responsible for downloading designated machine code and other updates from a Lenovo internet web site or from other electronic media, and following the instructions that Lenovo provides. If appropriate CRUs may be provided to you under all service types.

Service activity descriptions

Problem determination

Lenovo will perform Problem Determination remotely. You are requested to work with Lenovo during Problem Determination and to perform those activities that Lenovo may request. The Problem Determination aim is to identify whether the problem resides with your Lenovo machine or with other machines or software. If the Problem Determination result is that your Lenovo machine is failing and not functioning then the appropriate actions for the warranty or warranty upgrade will be put in place.

Note: The customer is responsible for ensuring that all data on their ThinkPad is backed up prior to an repair being attempted. Failure to do so will result in loss of data if the HDD or SDD is replaced or reloaded as part of the repair process.

Customer carry-in repair

You are requested to take your failing ThinkPad to the nearest Authorised Warranty Service Provider (AWSP) or Repair Depot where your ThinkPad will be exchanged or repaired. The AWSP or Repair Depot will inform you when your repaired or exchanged ThinkPad is ready for collection.

Courier collect service

This service is only applicable to Lenovo ThinkPad products

The customer will disconnect the failing machine for collection arranged by Lenovo. A courier will pick up the customer's ThinkPad and deliver it to the Lenovo repair depot. Following its repair or exchange, Lenovo will arrange the delivery of the repaired ThinkPad to the same customer location where it was originally collected.

The customer is responsible for its installation and verification.

On-site repair service - NBD

A service technician will be dispatched to arrive at your location within the next business day from the time the Problem Determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The next business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

On-site repair service activities

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Lenovo will either repair or exchange the failing machine at your location and verify its functionality. You must provide a suitable working area that is safe, clean, and well lit, to allow disassembly and reassemble of the Lenovo machine.

On-site repair service activities with HDD retention

In addition to the activities for repair service the customer or his appointed representative may retain any or all HDDs or SSDs removed from the machine if it has been replaced as part of the repair process or, if the machine is to be removed from the customers control or presence, any or all HDDs or SSDs can be removed and retained by the customer or his appointed representative.

ThinkPad Protection

Lenovo will perform problem determination remotely. You are requested to work with Lenovo during problem determination and to perform those activities that Lenovo may request. The problem determination aim is to identify the accidental damage to your Lenovo machine and confirm that the damage is covered by your ThinkPad Protection offering. If the problem determination result is that your Lenovo machine is damaged due to an accident, then arrangements will be made (in countries where the service is available) for a courier to collect the damaged machine so that repair can be carried out.

In countries where courier collect service is not available, ThinkPad Protection service is to be carried out via the basic Customer Carry-in Service, bringing the damaged machine to an Authorised Warranty Service Provider or Repair Depot as appropriate.

Contact Lenovo to determine the level of service available in your country.

Accidental damage

Damage to your equipment by a sudden, unexpected accidental act that affects the operational workings of the equipment.

Exclusions

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The ThinkPad Protection element of this offering does not cover:

- Damage that is cosmetic and does not affect the functionality of the equipment, such as scratches and dents
- Parts intended to be replaced or consumed, such as batteries
- Defective design, workmanship or failures otherwise covered by the equipment's Statement of Limited Warranty
- Damage due to mechanical or electrical breakdown not caused by accidental damage
- Normal wear and tear
- Damage due to negligence, incorrect use or intentional damage
- Damage caused by acts of terrorism, war, flood, or other force majeure
- Damage caused by ionizing radiation, contamination by radiation or by pressure waves as a result of aircraft and other aerial devices traveling at supersonic or sonic speeds
- Damage or failures recoverable through the equipment's Statement of Limited Warranty, other insurance or guarantees
- Damage caused by a fire from either an internal or external source

The ThinkPad Protection element of this offering does not provide coverage for:

- Theft of the equipment.
- Loss of the equipment.
- Any loss of, or damage to, any software preloaded on or purchased with or otherwise loaded onto the equipment. The customer is responsible for all data stored on the equipment and Lenovo do not provide any data recovery assistance with this policy.
- Your equipment where a repair has been attempted, without authorization from our agent, then your policy will terminate, no refund will be due and we will not reimburse you for any repairs carried out.

Maximum claims limit

The maximum total claim limit under these types of offerings shall be up to, but not more than, the replacement cost of the equipment. The total claim limit shall include all claims made under these types of offerings during the period of cover. Replacement cost will be the cost of same or similar specification equipment as the equipment originally purchased from Lenovo. In the event that the replacement equipment cost will exceed the maximum claim limit, we reserve the right to provide cash settlement up to the maximum claim limit.

Damage to parts not covered by TPP or base warranty

Where a part has been damaged that is not covered by either TPP or the base warranty then, if it is available, a replacement may be purchased directly form Lenovo.

Prices

Prices for Lenovo PhysicalPac warranty upgrades and ThinkPad protection offerings for ThinkPad can be obtained from your local Lenovo Business Partner or sales representative.

Announcement countries

The Lenovo PhysicalPac warranty upgrade and ThinkPad Protection offerings for ThinkPad are only available in the following countries. Geographic restrictions may exist within some countries including those already noted for on-site and courier-based offerings. Customers should confirm with their Business partner or Lenovo sales representative that the warranty upgrade offering is valid for their Lenovo machines locations.

Requests for service for machines outside of the coverage area will be delivered using the highest available service level up to but not exceeding the service level of the upgrade. Requests for service in countries not included in the announcement list below will be delivered under the machines base warranty applying international warranty rules.

Refer to the Lenovo web site for full information on international warranty

http://www.lenovo.com

- Austria
- Belgium
- Bulgaria(1)
- Croatia
- Czech Republic
- Denmark
- Finland
- France(2)
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia(3)
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom (4)

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Notes:
 (1)  Bulgaria is limited to the capital Sofia for on-site service.
 (2)  Excluding DOM/TOM and all other French overseas
      territories and dependencies.
 (3)  Slovenia is limited to 50 km radius of Ljubljana for
      on-site service.
 (4)  Mainland U.K. only for on-site service.
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